

MEMORANDUM

TO: Chairman Sara Kyle
Director Debi Tate
Director Pat Miller
Director Ron Jones

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: June 20, 2003

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-MARCH¹

Regulated utility complaints received and investigated in March:	175
Non-regulated complaints received and investigated in March:	0
Number of follow-up investigations made in March:	299
Year-to-date utility complaint total:	513
Number of Telemarketing complaints investigated in March:	48
Year-to-date total of Tennesseans signed up for Do Not Call Register:	831,996
Number of active solicitors:	679
Year-to-date total TDAP devices ordered:	293
Number of calls to MCI Relay Center Intrastate 59,086; Interstate 6,641:	65,154

¹ Data in this report may change as information is updated.

Regulated Table

(Number of Regulated complaints received in March 2003)

Telephone Company's

1. Ardmore Telephone	1
2. BellSouth	42
3. Sprint United Telephone Company	8
4. United Telephone Company	2

CLECS

1. Adelphia	1
2. American Electric Power	2
3. AT&T Business	4
4. Birch Telecom	1
5. Knology	1
6. New South	1
7. NuVox/ Trivergent	1
8. XO	5
9. Z-Tel	1

Long Distance

1. AT&T Residential	19
2. AT&T Slam	9
3. Frontier Long Distance	1
4. Life Line	1
5. MCI	18
6. Sprint Long Distance	10
7. Total Call International	1
8. U.S. Telecom Long Distance	1

Resellers

1. Access Integrated Networks	1
2. Adelphia	1
3. Cat Communications	1
4. Excel	1
5. Global Crossing	1
6. Qwest	3
7. TTI	1
8. UKI Communications	1

Billing Agents

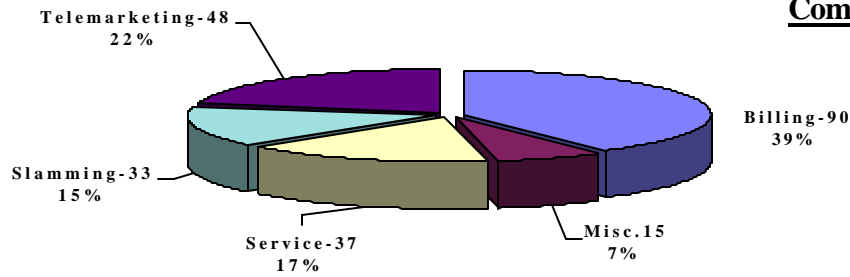
1. ILD Tele services	4
2. LDC	1

Water, Electric, & Gas

1. Atlanta Gas	3
2. Atmos Gas	7
3. Nashville Gas Company	2

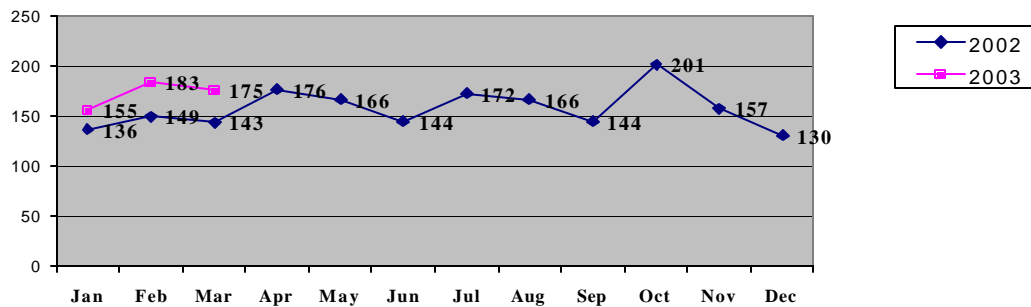
Regulated Complaints for NR companies

1. Liberty ISP	7
2. Mem Date	1
3. Mercury Internet	1
4. Nash Date	1
5. National Online	1
6. Net Page Now	1
7. Ridley	1
8. Southern Telecom	1
9. Spoonful.net	2
10. Venus	1
11. Webxites	1



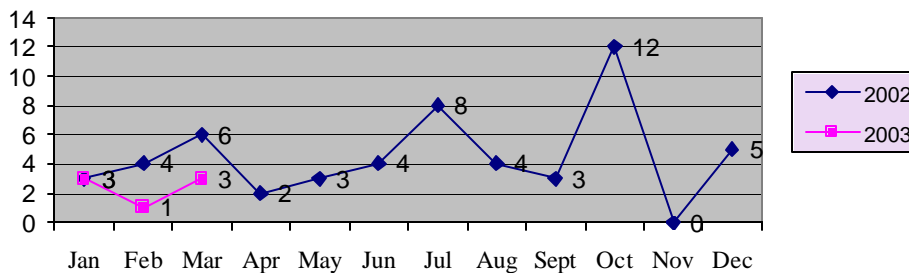
Graph 1

Regulated Utility Complaints from 2002 -2003:



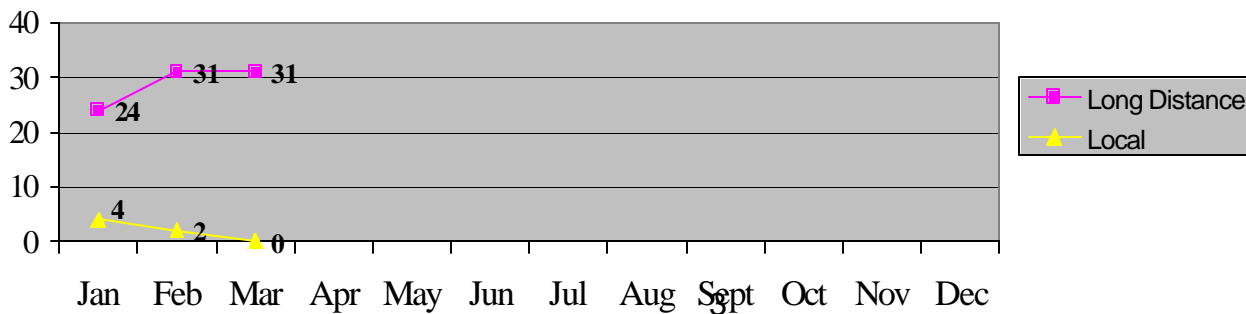
Graph 2

Delayed Installation of New Service –2002 - 2003:



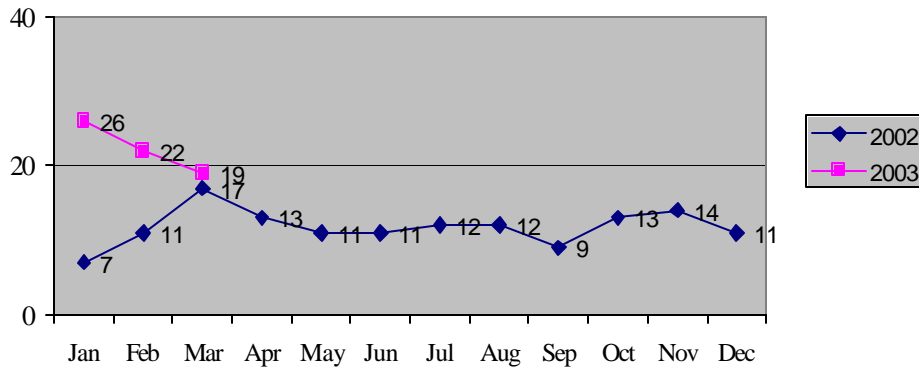
Graph 3

Slamming Totals: (Highest Number of Slamming Complaints for the Month of March: AT&T -10)



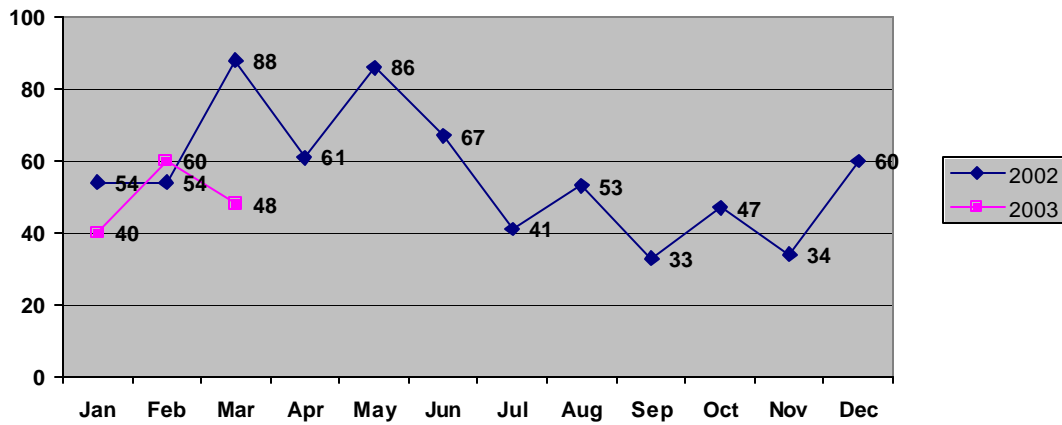
Graph 4

County Wide Calling Complaints from 2002 and 2003:



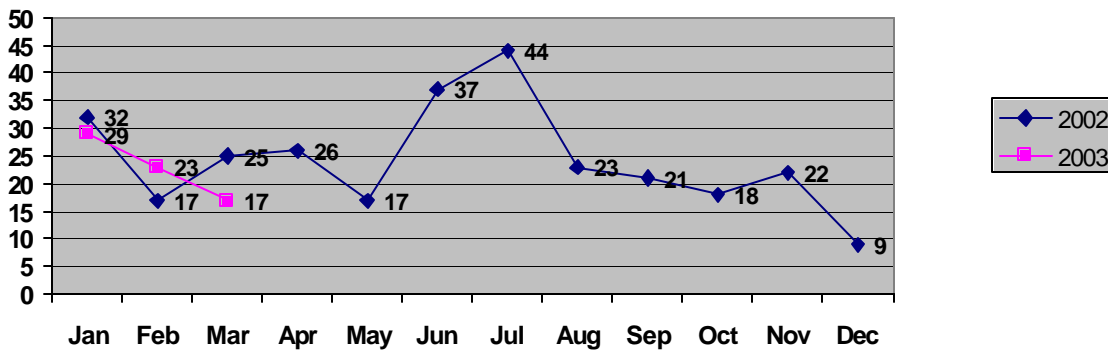
Graph 5

Telemarketing Complaints: (Most complaints; Ameri-Care Carpet – 7)



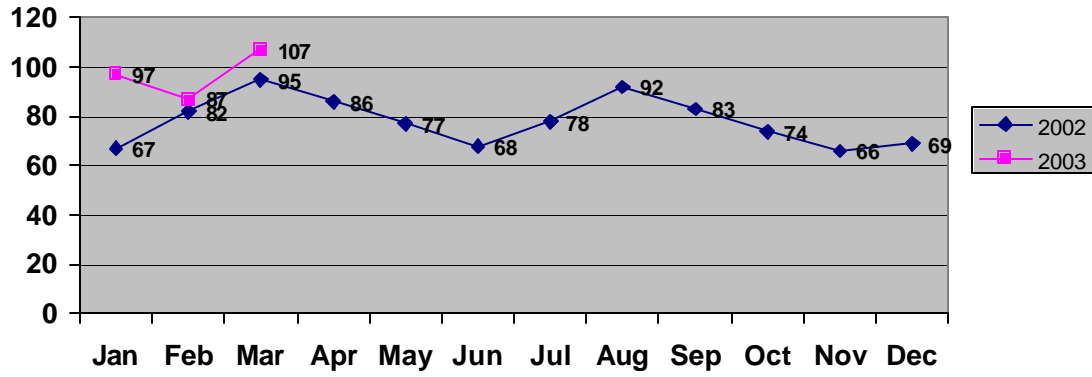
Graph 6

Telemarketing Solicitor Applications Approved:



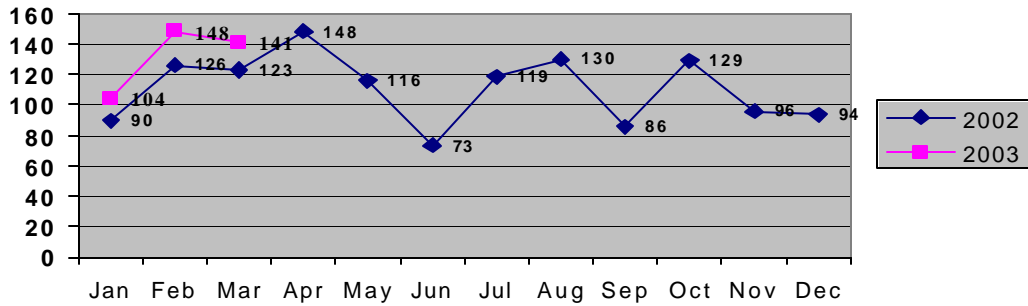
Graph 7

TDAP Applications Approved:



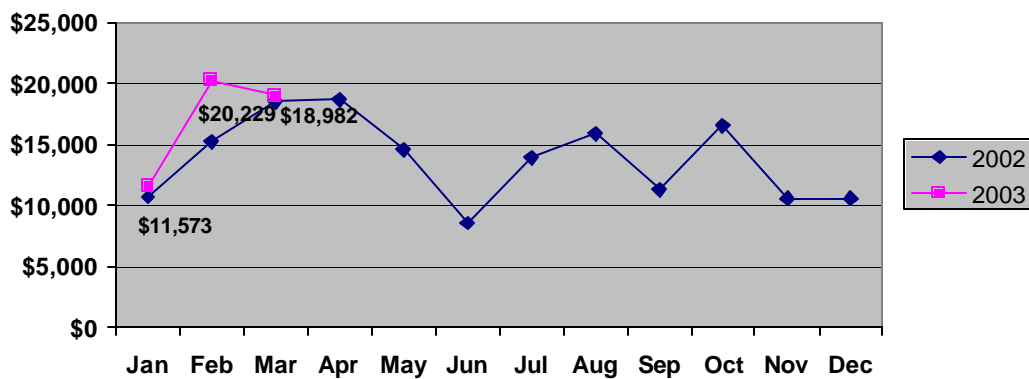
Graph 8

TDAP Devices Ordered:



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10